

**CLASS TITLE: CHIEF OF INTEGRATED FACILITIES MANAGEMENT**

Class Code: 02546000

Pay Grade: 43A

EO: A

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To assist the Division Director in identifying opportunities to enhance the mission of the Division of Capital Asset Management & Maintenance (CAMM) to consolidate facilities maintenance and management across the state; to develop and implement strategic initiatives that add value to the division's work by working with agency heads across the state; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior with latitude for the exercise for independent judgement; work is reviewed for conformance to instructions, plans and goals.

**SUPERVISION EXERCISED:** As required, plans, supervises and reviews the work of division staff with regard to delivering superior customer service.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To assist the Division Director in identifying opportunities to enhance the mission of the Division of Capital Asset Management & Maintenance (CAMM) to consolidate facilities maintenance and management across the state.

To develop and implement strategic initiatives that add value to the division's work by working with agency heads across the state.

To serve as a primary agency liaison with key informants and stakeholders involved with an enterprise-wide governance council that is charged with planning and implementation of facilities maintenance consolidation strategies that will potentially span all three branches of government.

To work with superiors to establish and maintain a communication system with tenant agencies of those buildings under CAMM management and convene the liaisons on a regular basis, alert them about issues of concerns, projects taking place in the building, policies and procedures regarding building emergencies-fire drills, weather event warnings, etc.

To ensure that all client agencies are connected to and trained in the usage of the capital asset management information system that facilitates agencies making requests for assistance.

To be responsible for overseeing customer service and conducting periodic surveys and focus groups to get feedback from agencies as to the level and effectiveness of service delivery from CAMM.

To serve as the lead by working with superior(s) to negotiate, on an agency by agency basis, Service Level Agreements that outline specific services to be delivered by CAMM and the commensurate costs for those services to which the agency and CAMM agree.

To serve as the primary point of contact in assuring and measuring customer service delivered by the division.

To be responsible for the ongoing assessment of what is being accomplished against established goals and objectives and recommend new initiatives to support continuous improvement in the area of facilities management and maintenance across the state.

To undertake an assessment of facility security and to develop security standards and protocols across the state.

To work with the Capital Police as well as state and local police on building/property matters.  
To conduct trainings and prepare and deliver presentations to a variety of audiences.  
To prepare reports as directed.  
To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** A thorough knowledge of general building operating and construction as it relates to facilities management functions; a thorough knowledge of the materials and equipment used in building operating and maintenance; a thorough knowledge of process improvement, facilities management, change management, and organizational development; the ability to assist in the formulation of agency policy and programs and develop policies and procedures to improve services and implement change; the ability to deal effectively with superiors, subordinates, vendors, and contractors; the ability to conduct trainings and prepare and deliver presentations to a variety of audiences; the ability to effectively supervise staff as required; the ability to use computer-based data systems; the ability to prepare reports and conduct studies and surveys as needed; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing with specialization in Construction Management, Facilities Management, or a closely related field; and

Experience: Such as may have been gained through: considerable employment in a responsible managerial position in the field of facilities management and maintenance including responsibility for organizational development and change management.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: November 15, 2015